

Amendments to the Claims:

This Listing of Claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (original) A method for supporting received orders of a transformer, comprising the steps of:
 - issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to the customer who accessed a web site of the sales department; and
 - in response to a customer's reply to said first response, issuing a second response including the installation date of the measuring circuit of the transformer from a measurement department in charge of measurement of the transformer.
2. (original) A method as set forth in claim 1, wherein a formatted document for said first response is previously stored in a mail server of said sales department.
3. (original) A method as set forth in claim 1, wherein a formatted document for said second response is previously stored in a mail server of said measurement department.
4. (original) A method for supporting received orders of a transformer, comprising the step of:
 - issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to a customer who accessed a web site of the sales department, wherein
 - an address of a measurement department is added to said first response and said first response is transmitted to said customer so as to guide the customer's reply to said first response to said measurement department in charge of the transformer measurement and to issue a second response including the installation date of the measuring circuit of the transformer from said measurement department.

5. (original) A method as set forth in claim 4, wherein a formatted document for said first response is previously stored in a mail server of said sales department.

6. (original) A method for supporting received orders of a transformer, wherein a measurement department in charge of measurement of the transformer following a first response issued from a sales department including a customer's desired inquiry relating to an installation date of a measuring circuit of the transformer to a customer who accessed a web site of the sales department receives said customer's reply to said first response and issues a second response including the installation date of the measuring circuit to said customer.

7. (original) A method as set forth in claim 6, wherein a formatted document for said second response is previously stored in a mail server of said measurement department.

8. (original) A method for supporting received orders of a transformer, comprising the steps of:

issuing a first response including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer from a sales department to the customer who accessed a web site of the sales department;

in response to a customer's reply to said first response, issuing a second response including an inquiry of a customer's desired date relating to the installation date of the measuring circuit and to previous inspection of the installation of the measuring circuit from a measurement department in charge of measurement of the transformer; and

in response to a customer's reply to said second response, issuing a third response including an implementation date of the previous inspection from said measurement department.

9. (original) A method as set forth in claim 8, wherein a formatted document for said first response is previously stored in a mail server of said sales department.

10. (original) A method as set forth in claim 8, wherein formatted documents for said second and third responses are previously stored in a mail server of said measurement department.

11. (original) A method for supporting received orders of a transformer, wherein a measurement department in charge of measurement of the transformer following a first response issued from a sales department including a customer's desired inquiry relating to an installation date of a measuring circuit of the transformer to a customer who accessed a web site of the sales department receives said customer's reply to said first response, issues a second response including the installation date of the measuring circuit to said customer, and, in response to a customer's reply to said second response, issues a third response including an implementation date of the previous inspection from said measurement department to said customer.

12. (original) A method as set forth in claim 11, wherein formatted documents for said second and third responses are previously stored in a mail server of said measurement department.

Claim 13 (canceled).

14. (new) A method for controlling a reply to a received order for a transformer, wherein a customer terminal, a sales department server and a measurement department server are coupled through a public network, and the sales department server transmits reply information to the customer terminal which accesses a web site to communicate with the sales department server, the method comprising:

upon receipt of access information by the sales department server from the customer terminal relating to replacement of a transformer, sending a first response message including a desired inquiry of a customer relating to an installation date, stored in an email server of the sales department, of a measuring circuit of the transformer and transmitting the first response message to the customer's terminal; and

upon receipt of a reply from the customer terminal in response to the first response message, sending a second response message including the installation date of the measuring circuit of the transformer to the customer terminal.

15. (new) A method as in claim 14 wherein a formatted document for the first response has been previously stored in an email server of the sales department.

16. (new) A method as in claim 14 wherein a formatted document for the second response has been previously stored in an email server of the measurement department.

17. (new) A method for controlling a reply to a received order for a transformer, wherein a customer terminal, a sales department server and a measurement department server are coupled through a public network, and the sales department server transmits reply information to the customer terminal which accessed a web site of the sales department server, the method comprising:

upon receipt of access information relating to replacement of a transformer from the customer terminal to the sales department, sending a first response message including a desired inquiry of a customer relating to an installation date of a measuring circuit of the transformer stored in an email server to the customer terminal; and

adding an email address of the measurement department to the first response message and transmitting the first response message to the customer terminal to guide a reply from the customer terminal in response to the first response message to the server of the measurement department and transmitting from the measurement department server a second response message including the installation date of the measuring circuit of the transformer as stored in an email server of the measurement department.

18. (new) A method as set forth in claim 17 wherein a formatted document for the first response has been previously stored in a sales department email server.

19. (new) A method for controlling a reply to a received order for a transformer wherein a customer terminal, a sales department server and a measurement department server are coupled through a public network, and the measurement department server transmits reply information to the customer terminal which accessed a web site of the sales department server, wherein

in processing by the measurement department server in charge of measurement of the transformer, following transmission of a first response message from the sales department server, including a customer inquiry relating to an installation date of a measuring circuit of the transformer to the customer terminal comprising the step executed by the measurement department server of:

upon receipt of a reply from the customer terminal in response to the first response message, retrieving a second response message which includes the installation date of the measuring circuit stored in a measurement department email server and transmitting the second response message to the customer terminal.

20. (new) A method as in claim 19 wherein a formatted document for the second response has been previously stored in an email server of the measurement department.

21. (new) A method for controlling a reply to a received order for a transformer, wherein a customer terminal, a sales department server and a measurement department server are coupled through a public network, and each of the sales department server and the measurement department server transmits reply information to the customer terminal, the customer terminal having accessed a web site of the sales department server, the method comprising:

upon receipt of access information relating to replacement of a transformer from the customer terminal by sales department server, calling a first response message which includes an inquiry of a customer relating to an installation date of a measuring circuit of the transformer, whose identification is stored in an email server of the sales department, and transmitting the first response message to the customer terminal;

upon receipt of a reply from the customer terminal in response to the first response message, calling a second response message including an inquiry of a customer desired date relating to the installation date of the measuring circuit and to previous inspection of the installation of the measuring circuit stored in the measurement department server and transmitting the second response message to the customer terminal; and

upon receipt of a reply from the customer terminal in response to the second response message, generating a third response message including an implementation date of the previous inspection, and transmitting the third response message to the customer terminal.

22. (new) A method as set forth in claim 21 wherein a formatted document for the first response has been previously stored in an email server of the sales department.

23. (new) A method as set forth in claim 21 wherein formatted documents for the second and third responses have been previously stored in an email server of the measurement department.

24. (new) A method for controlling a reply to an order for a transformer, wherein a customer terminal, a sales department server and a measurement department server are coupled through a public network, and the measurement department server transmits reply information to the customer terminal which accessed a web site of the sales department server wherein

in processing by the measurement department server following transmission of a first response message from the sales department server including a customer inquiry relating to an installation date of a measuring circuit of the transformer to the customer terminal, comprising the step executed by the measurement department server of:

upon receipt of a reply from the customer terminal in response to the first response message, transmitting a second response message including the installation date of the measuring circuit from the measurement department server; and

upon receipt of a reply from the customer terminal in response to the second response, transmitting a third response including an implementation date of the previous inspection from the measurement department server to the customer terminal.

25. (new) A method as claim 24 wherein formatted documents for the second and third responses have been previously stored in the measurement department. email server.